

METHOD AND SYSTEM FOR DETERMINING
SERVICE RESOURCES ALLOCATION

Inventors: Thomas L. Hill, et al.

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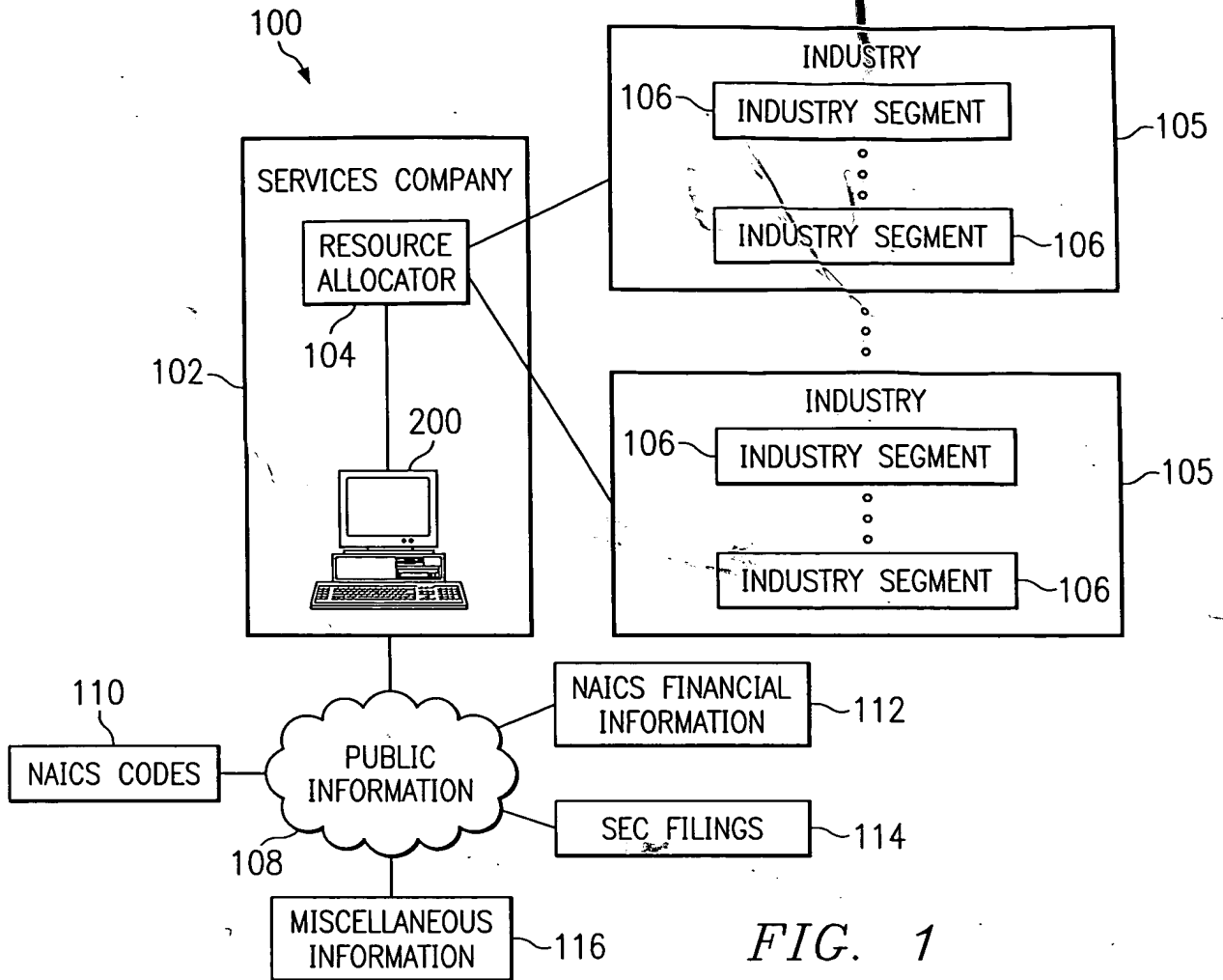


FIG. 1

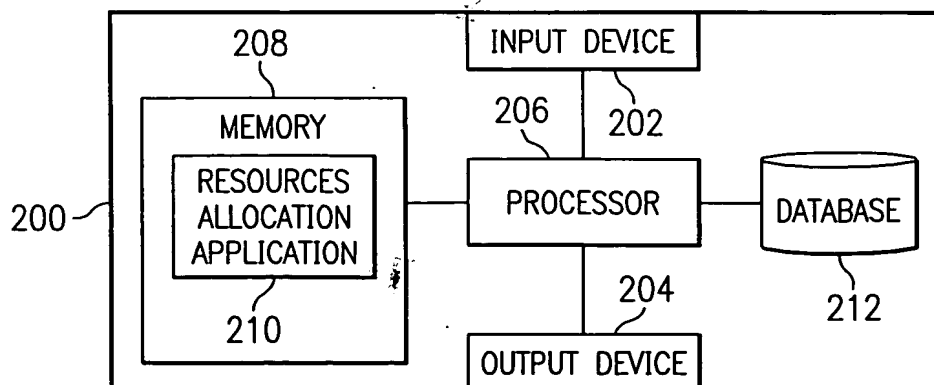


FIG. 2

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FIG. 3A

300

108						
105 UTILITIES INDUSTRY	306 NET SALES	308 GROSS PROFIT	310 NUMBER OF FIRMS	312 NAICS CODE LIST	314 INPUT NAICS CODES	316 OUTPUT NAICS CODES
106 {	WATER	5,446,264	1,879,530	423		
	ELECTRICITY	168,876,001	23,746,583	930		
	OIL AND NATURAL GAS	399,116,052	140,609,132	1,347		
	CHEMICALS	178,685,556	66,999,551	1,306	331311	212299
	MINING	84,788,688	20,439,000	265	212299	331311
105 FINANCIAL AND TRANSPORTATION						
106 {	FINANCIAL INSTITUTIONS	65,835,345	6,873,171	3,339		
	REAL ESTATE	93,709,550	42,395,013	1,050		
	RAILROAD	11,948,493	4,809,698	108		
	CAR	6,729,109	2,902,039	319		
	BUS	9,331,736	3,768,495	208		
	TRUCK	9,869,247	3,627,683	4,347		
	WATER	130,241,231	47,646,424	139		
	AIR	38,640,404	13,351,572	373		

TO FIG. 3B

TO FIG. 3F

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FIG. 3B

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302 — GENERIC
VALUE STREAM

OPERATIONAL
VARIABLES

320

318

FROM FIG. 3A

TO FIG. 3C

MARKET IDENTIFIED	PRODUCT DESIGNED/ ENGINEERED	PRODUCT MANUFACTURED	PRODUCT STORED, DISTRIBUTED	CUSTOMER AWARE OF NEED
			PORTABLE SECURE	
	324	326		
	GENERATION (\$3,630,842) (66,7%)			
	EXPLORATION	PRODUCTION	DISTRIBUTION	
	EXPLORATION	PRODUCTION		
		REFINING CHEMICAL PLANT		
		EXTRACTION SMELTING		
		MANUFACTURING		

TO FIG. 3G

TOP SECRET

FIG. 3C

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[illegible]

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FIG. 3D

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320	PRODUCT INSTALLED	CUSTOMER PAYS FOR PRODUCT	CUSTOMER USES PRODUCT	CUSTOMER NEEDS PRODUCT HELP
	EASY NOT TIME CONSUMING	INVOICE EASY TO UNDERSTAND TRANSACTION PAYMENT	UNDERSTAND VALUE MEASURE CUSTOMER VALUE RECEIVED	QUICK RESPONSE FOLLOW-UP
324	CUSTOMER			
	CUSTOMER (\$815,422) (15.0%)	326		
	CUSTOMER			
	CUSTOMER			
	CUSTOMER			

FROM FIG. 3C

FROM FIG. 3E

TO FIG. 3I

FIG. 3D

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FIG. 3E

320

FROM FIG. 3D

PRODUCT IS RETURNED OR EXCHANGED	PRODUCT REPAIRED	CUSTOMER NO LONGER NEEDS PRODUCT	PRODUCT USAGE	322
PROBLEM RESOLUTION CERTIFICATION	REPAIR QUALITY REPAIR SPEED	NEXT PRODUCT FOLLOW-UP ASSIST CONVERSION		COMPANIES IN THE INDUSTRY
				AMERICAN WATER WORKS CO. INC., UNITED WATER RESOURCES INC...
				TXU, TVA, PEPCO, SOUTHERN COMPANY, EDISON INTERNATIONAL...
				SHELL CO., EXXON CO., TEXACO CO., ARCO...
				EASTMAN, DOW CHEMICAL, AVON, TWINLAB CORP., PFIZER INC., ...
				THE DeBeer's CO., VULCAN MATERIALS CO., CYPRUS AMAX MINERALS CO...

				MERRILL LYNCH, CHARLES SCHWAB, CITYBANK, NASDAQ, NYSE...
				CENTURY 21, RE/MAX...
				AMTRAK, METROLINER, UNION PACIFIC...
				GM, FORD, CHRYSLER, TOYOTA, HONDA...
				GREYHOUND, COACH USA, SUPERSHUTTLE ...
				UNITED PARCEL SERVICE, ADVANTAGE...
				CARNIVAL, PRINCESS, ROYAL CARIBBEAN
				UNITED, DELTA, AMERICAN, CONTINENTAL, US AIRWAYS...

TO FIG. 3J

FIG. 3E

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FIG. 3F

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FROM FIG. 3A

105	TRANSPORTATION SERVICES						
		23,519,205	8,527,046	1,431			
106	HEALTHCARE						
	OFFICES AND CLINICS	8,210,886	4,188,961	845			
	CARE FACILITIES/SERVICES	31,783,481	16,073,733	1,875			
	HOSPITALS	60,922,583	36,628,765	1,373			
	LABORATORIES	4,647,680	2,482,236	183			
	HEALTHCARE SERVICES	14,650,727	6,927,555	1,874			
106	COMMUNICATION, ENTERTAINMENT, MEDIA						
	PRINTED PRESS	8,543,479	4,338,712	779			
	TELEPHONE	7,898,177	3,592,537	1,126			
	RADIO, TELEVISION, AND CABLE	19,057,640	9,829,011	390			
	MOVIE AND THEATER PRODUCTION	48,152,544	8,033,144	783			
	FITNESS/SPORTS	26,530,056	13,984,357	1,279			
106	RECREATIONAL FACILITIES	14,457,679	10,485,174	783			
	PRODUCTS AND RETAIL						
	AUTOMOTIVE	247,029,205	4,884,917	4,379			
	INDUSTRIAL MANUFACTURING	14,493,862	80,459,316	4,803			
	HIGH TECH	79,020,522	29,649,797	5,273			
106	AEROSPACE AND DEFENSE	18,560,972	5,505,786	264			
	RETAIL	331,815,270	79,035,706	52,666			

TO FIG. 3G

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FIG. 3H

FROM FIG. 3C

[illegible]

FROM FIG. 3G

TO FIG. 3I

[illegible]

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FIG. 3I

FROM FIG. 3D

[illegible]

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FIG. 3J

FROM FIG. 3E

FROM FIG. 3I

				AAA, AIR EXPRESS, GEOLOGISTICS, GATX CORP...
				PHYCOR INC., OMEGA HEALTH SYSTEM INC...
				MANOR CARE INC., MONARCH DENTAL CORP...
				COLUMBIA / HCA HEALTHCARE CO., MERCY HEALTH SERVICES...
				QUEST DIAGNOSTICS, UNILAB CORP., US DIAGNOSTICS...
				KINDERCARE LEARNING CENTERS INC., BRIGHT HORIZONS...
				THE WASHINGTON POST, TIME, RANDOM HOUSE...
				AT&T, MCI, SPRINT, GTE...
				TIME-WARNER, NBC, ABC, FOX, CBS, CNN, HBO, SHOWTIME
				PARAMOUNT PICTURES, UNIVERSAL STUDIOS, METRO-GOLDWYN MAYER...
				BALLY'S TOTAL FITNESS, GOLD'S GYM, LARRY NORTH TOTAL FITNESS...
				SIX FLAGS, WALT DISNEY CO., SMITHSONIAN INSTITUTE...
				SPARTAN MOTORS, GM, AUTOZONE...
				US TIMBERLANDS CO., LIBERTY HOMES INC. ...
				EDS, IBM, MICROSOFT, MOTOROLA, ORACLE...
				BOEING, LOCKHEED-MARTIN, ROLLS-ROYCE...
				SEARS, WALMART, KROGER, BRINKER INTERNATIONAL INC. ...

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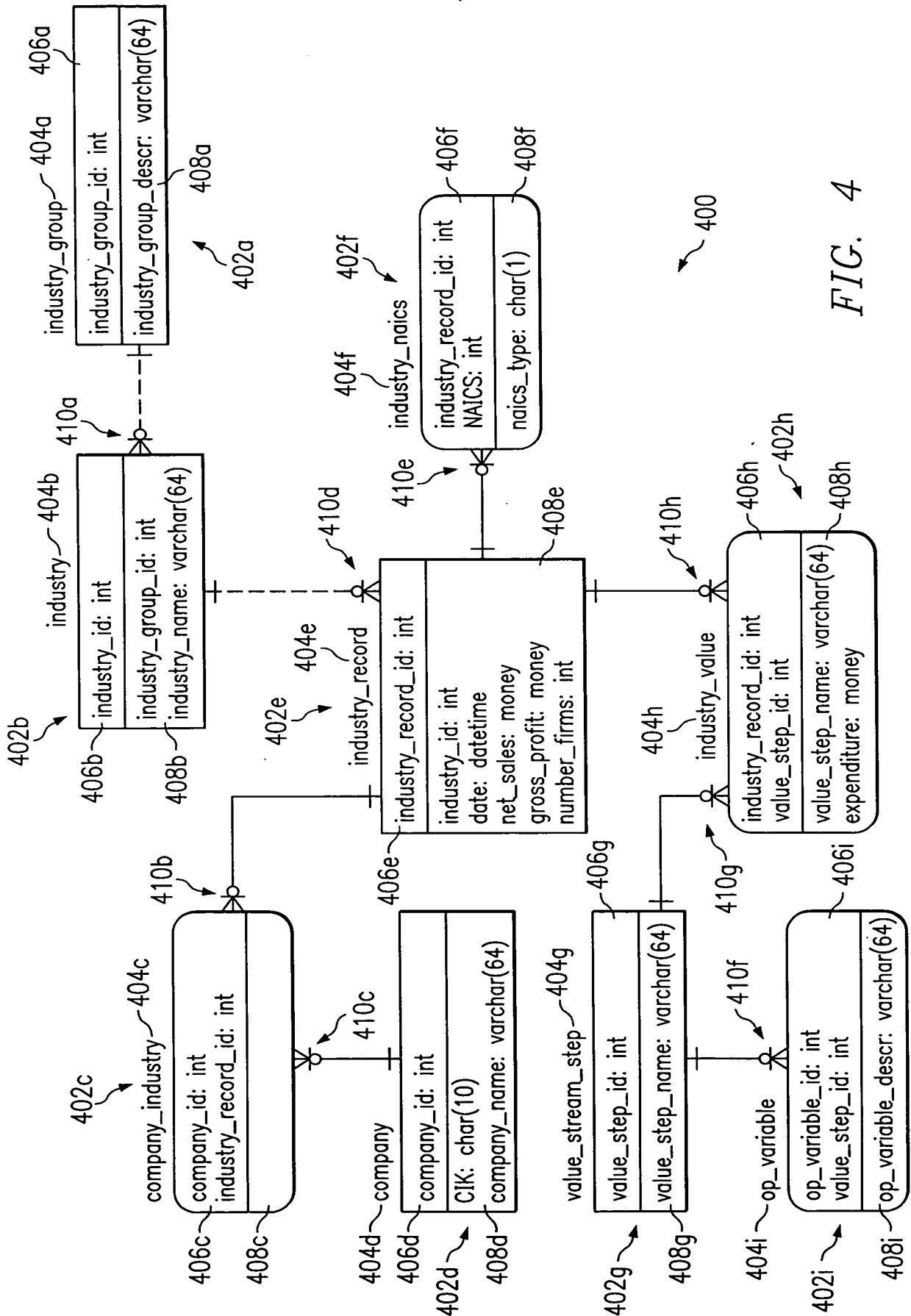


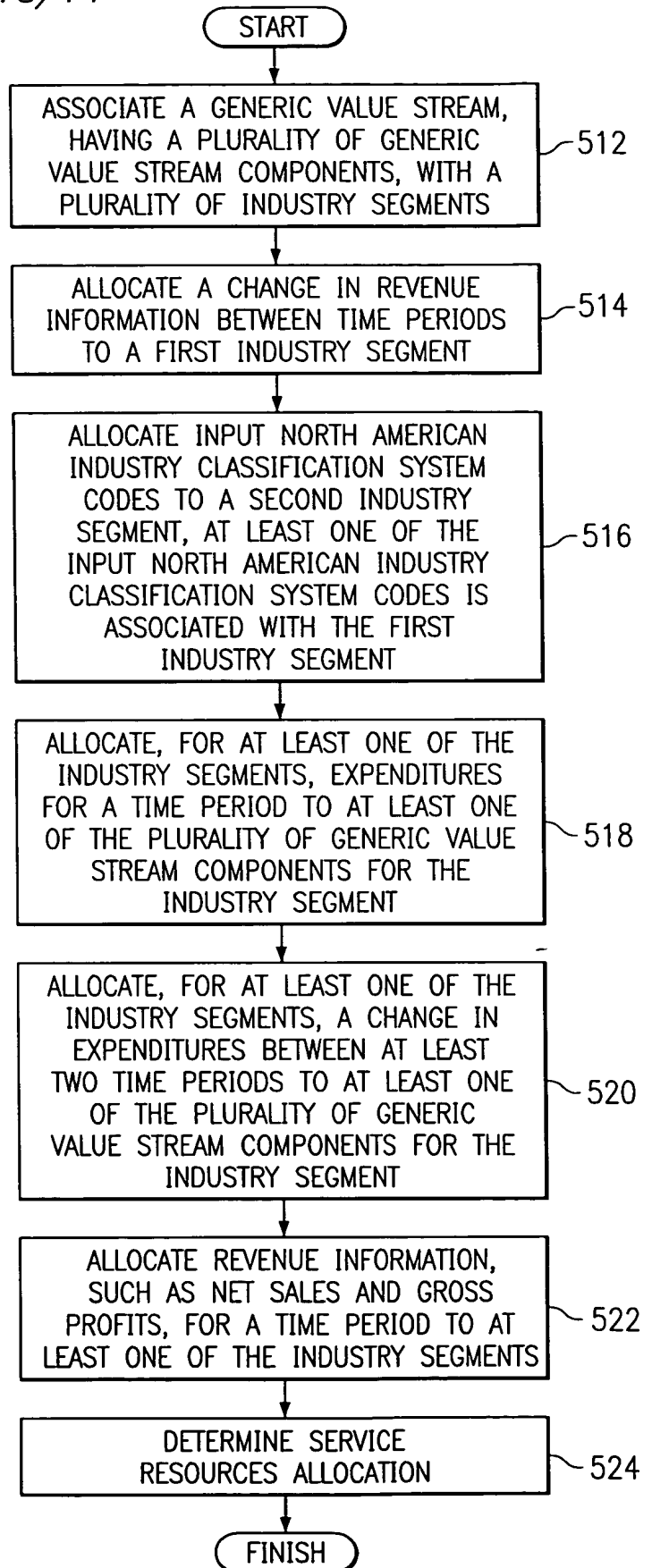
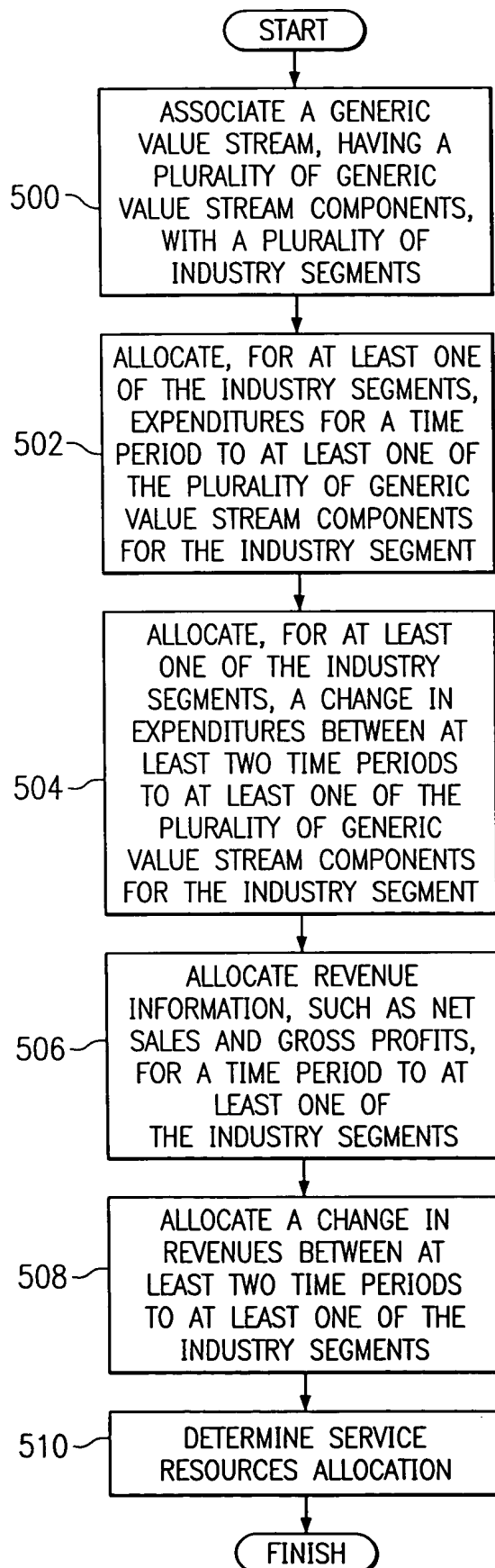
FIG. 4

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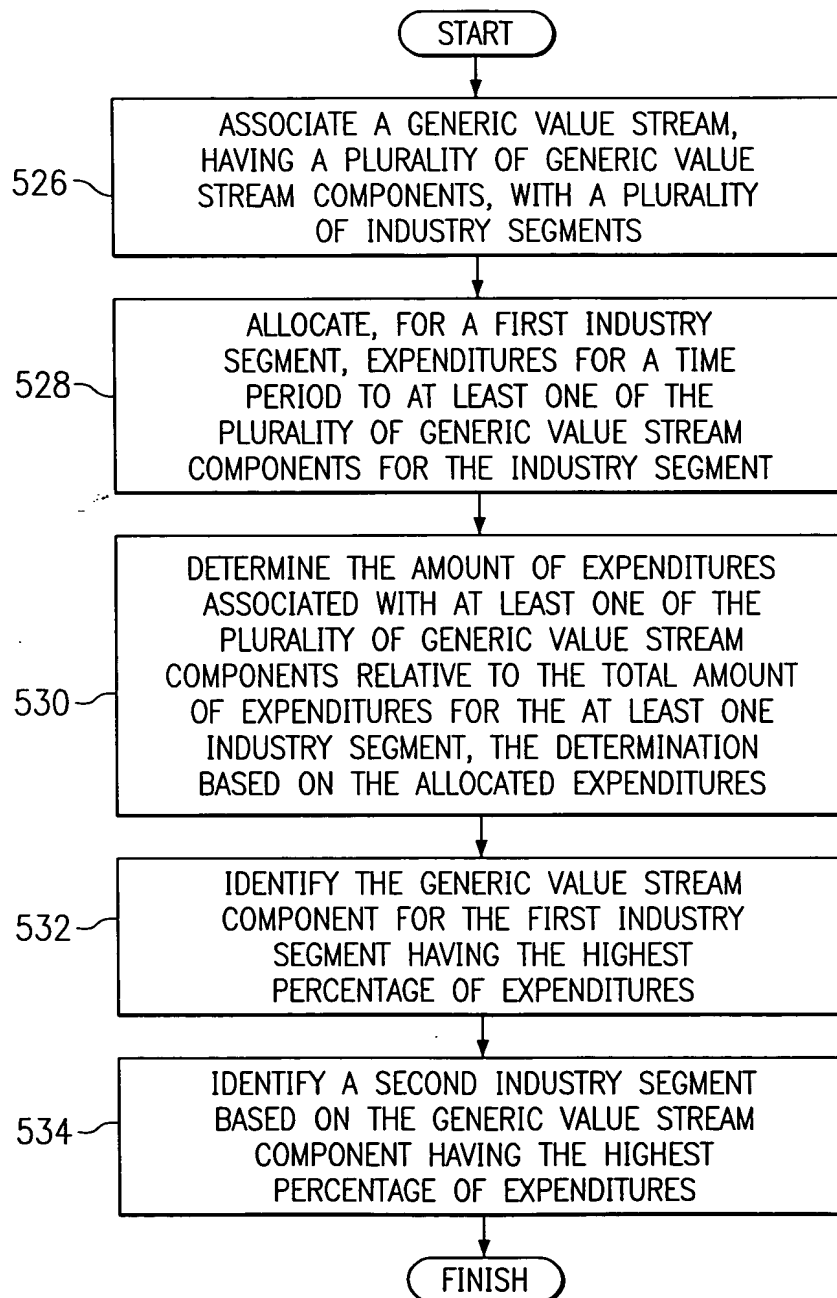


FIG. 5C